

Raymond W. Bliss Army Health Center
Fort Huachuca, Arizona 85613-7040
INFORMATION SHEET

1. R.W. Bliss Army Health Center (RWBAHC) does **not** have *emergency medical care* capability. Emergency care information is shown in paragraph 8 of this handout. This facility provides primary care, specialty care, and same day surgeries/procedures Monday thru Friday, 0730-1630. RWBAHC services available after regular duty hours are shown below in paragraph 4. **Call 533-9200** for appointments and cancellations, to reach individual clinics and staff, or for general information. *Non-Prime* beneficiaries call after 1200 (M-F) to request same day, *space-available* appointments.

2. **Primary Care Managers (PCM) for TRICARE Prime beneficiaries:** Active duty military and their family members,& retirees and their family members are assigned to health care teams for their medical needs.

a. *Active duty military, including flight personnel*, receive medical care at the **Soldier Care Clinic, bldg 51101**. Active duty sick call is Monday-Friday 0730-0900. Active duty are highly encouraged call for an appointment to avoid waiting in line for sick call. Military In and Outprocessing and Immunizations are done daily 1330-1430, **except Thursdays**.

b. *All other beneficiaries* receive medical care by appointment at **R.W. Bliss Army Health Center, bldg 45001**. Immunizations are given Monday, Wednesday, & Friday from 1300 to 1500 by the patient’s primary care team. Beneficiaries’ team assignments are listed below:

(1)	<u>Units</u>	<u>Beneficiary Status</u>	<u>Team</u>
	HHC 111 th MI BDE, 304 th MI BN, & 309 th MI BN	Family Members (15 yrs & above)	<i>Mesquite Team</i>
	HHC, 111 th MI BDE, 304 th MI BN, 309 th MI BN, & 306 th MI BN	Children (birth thru 14 years)	<i>Hummingbird Team</i>
	305 th MI BN, 306 th MI BN, 36 th Army Band HHC 111 th MI BDE, 309 th MI BN	Active Duty Personnel	<i>Scorpion Team</i>
	305 th MI BN, 306 th MI BN, 36 th Army Band	Family Members (15 yrs & above)	<i>Saguaro Team</i>
	305 th MI BN & 36 th Army Band	Children (birth thru 14 years)	<i>Jackrabbit Team</i>
(2)	<u>Units</u>	<u>Beneficiary Status</u>	<u>Team</u>
	HHC 11 th SIG BDE, 40 th SIG BN, 86 th SIG BN, & 9 th SIG CMD	Active Duty Personnel	<i>Puma Team</i>
		Family Members (15 yrs & above)	<i>Ocotillo Team</i>
		Children (birth thru 14 years)	<i>Bumblebee Team</i>
(3)	<u>Additional Units</u>		
	<u>304th MI BN (ACTIVE DUTY ONLY)</u> , 504 th SIG BN, 6 th REG CID, Air Force personnel, CECOM CSLA, DEF FUEL SUP, DENTAC, DRMO, EPG, Foreign Students, JITC, JSTARS DET, JTE DIR, MEDDAC, MEPS Phoenix, Navy personnel, Nat’l Guard personnel, NCO Academy, Recruiting personnel, Reservists, TEXCOM, TRNG & DOC SPT CMD, TSC, USAISC, USA NET TELE, USMC personnel, & VETCOM		

Beneficiary Status

Team

4. The **Prime Time Clinic**, located in RW Bliss Army Health Center (Bldg #45001), *provides same day, acute care appointments* 7 days a week. Clinic hours are **Monday–Friday 1600 to 2000. *Tricare Prime appointments*** are booked *beginning at 1300 Monday-Friday and 1100 on weekends/holidays. Weekends, training and federal holidays clinic hours are 1200-2000. Non-prime* beneficiaries may call ***after 1800*** for same-day, *space-available* appointments on weekdays and ***after 1600*** on weekends and holidays. Only Prime enrollees will be seen prior to those times.

5. The **TRICARE Line for Care (TLC)** is the TRICARE advice system for this region and is staffed by registered nurses. Guidance is available on health and medical issues 24 hours a day, 7 days a week. All beneficiaries of the military health system may access this service by calling **toll free 1-888-887-4111**.

6. Each clinic has a Triage and Discharge Education Nurse available to answer questions you may have about your health care. Call your clinic to speak to this nurse.

7. **Primary Care Manager (PCM) for all TRICARE Prime beneficiaries *after duty hours*—call 533-2433.**

8. The Sierra Vista Regional Health Center is located at 300 El Camino Real. Emergency treatment is available at their emergency room 24 hours a day. **CAUTION:** TRICARE Prime enrollees may incur additional costs for inappropriate emergency room use. Check with the TRICARE Line for Care (TLC) or your Primary Care Manager (PCM) for *guidance*. TRICARE billing of acute or urgent conditions is based on whether a ***prudent person*** would go to an emergency room for treatment, or wait and see their PCM.

9. Specialty care requires a **referral from the patient’s PCM**, prior to booking an appointment, except optometry and Behavioral Health. If no telephone number is listed, appointments are booked by calling 533-9200. Specialty services within this facility include:*

Allergy	Orthopedic
Behavioral Health 533-7030	Physical Exams (active duty) 533-8837
Internal Medicine	Physical Therapy (active duty)
Nutrition	Preventive Medicine 533-3536
Occupational Health 533-9139	<u>Specialty Clinic</u>
Optometry (active duty)	GYN General Surgery Urology

****Information about specialty care not available at this facility is provided at the TRICARE Service Center***

10. Ancillary Services:	Laboratory information	533-2918	Monday-Friday 0700-1630
	Radiology information	533-2555	Monday-Friday 0730-1600
	Pharmacy information	533-2520	

Health Center Lobby Pharmacy (M-F) 0730-1700 PX Mall Pharmacy Branch (M-F) 0700-1150 & 1300-1530
Refill prescription 24 hour phone-in.....533-1551

11. Family members ten years and older need to have their own military ID cards when presenting for treatment or medication. Minors (under 18) need to be accompanied by parent/guardian to utilize services. A Special Power of Attorney is needed if an adult other than parent/guardian is authorizing treatment of a minor.

12. The health center clinics have inadequate waiting space to segregate sick patients from well children. Also, well children, left unattended while parents or siblings consult the health care provider, creates potentially dangerous situations. For these reasons, a facility policy restricting well children without appointment is in effect. In most cases, the appointment will be cancelled and rescheduled